

**Office of Science (SC) Customer Information Advisory Group (CIAG)**  
**Meeting Summary**  
**December 17, 2003**

**Agenda**

- Support Center Items/Revision to Loaner Pool Policy (Baker)
- A Microsoft "Best in Class" for SC (Baker)
- SC-41 Management Transition (Griffin)

**Action Items**

Previous Action Items	Status
None	

New Actions from the December 17 Meeting	Assigned To
Dean Oyler requested that we review the SQL Server update project to see if the rollout date could be pushed forward to alleviate an ongoing problem with FMIS queries.	Rice/Centeno

**Previous Action Items (P. Rice)**

Pat Rice noted that there were no outstanding action items.

**Support Center Items/Revision to Loaner Pool Policy (B. Baker)**

The Outlook Exchange User List was provided. To help keep mailbox sizes to a minimum, Brent Baker encouraged everyone to use the "auto archive" function available in Outlook when out of the office for an extended period of time (i.e. vacation). In addition, Brent Baker noted the following:

- A message has been sent regarding the monthly maintenance outage scheduled for Sunday, December 21 from 1:00 am to 5:00 am.
- An enhancement to the Loaner Pool policy will be implemented around January 1. Those who schedule a loan will now be required to verify delivery and return of the equipment with their signature.

**Microsoft "Best in Class" (B. Baker)**

Brent Baker explained that off-site disaster recovery capabilities (as part of the SC HQ Continuity of Operations Plan) have been installed at the Thomas Jefferson Lab in Virginia, and that representatives from Microsoft were invited to review the work done. Microsoft rated the capability "Best in Class" and requested that SC HQ publish a "white paper" describing how it was put together.

**SC-41 Management Transition (T. Griffin)**

Ted Griffin noted that his last day as Acting Director of SC-41 will be January 2. Further, he explained that at that time Kathi Centeno will take over as Acting Director, as approved by the front office, and Pat Rice will oversee Production (delivery and maintenance of products and services). Griffin also explained that a permanent Division Director will be hired and the position description is being rewritten and will include some responsibilities associated with OneSC. Griffin stated that Walt Polansky will provide Dr. Orbach with an initial recommendation as to what IT for OneSC should be. In addition, Pat Rice noted that Walt Polansky would attend a CIAG meeting in January to discuss his vision for IT under OneSC.

Griffin indicated that working with the CIAG was a highlight of his work with SC-41. Pat Rice explained SC-41 will continue to rely on input from the CIAG; and noted that the contributions of the CIAG have been widely recognized. In addition, Rice conveyed her belief that with confirmed funding for FY04 and a committed and talented contractor staff, SC-41 will continue to deliver the products and services needed by SC-41's customers. Rice said she and Kathi Centeno will work together to prioritize key items as part of their expanded responsibilities.

## Miscellaneous Items

- Dean Oyler requested that SC-41 look into accelerating the rollout of the SQL Server update to help alleviate the lengthy time required to query the FMIS database. Pat Rice stated that she would discuss the request with Kathi Centeno, who is responsible for managing all projects, and would provide an update or response at the next meeting on January 7.
- The group agreed to cancel the next two meetings, December 24 and 31, due to the holidays. The next meeting is planned for January 7.

Name		Organization	Contact Information
Griffin	Ted	SC-41	3-4602
Rice-Exec. Sec	Pat	SC-41	3-4556
Baker	Brent	SC-41	3-2345
Oyler	Dean	SC-20	3-6394
Miller	Caryle	SC-82	3-8434
Stodolsky	Marvin	SC-72	3-4475
Racek	Penny	SC-67	3-3760
Eckstrand	Steve	SC-55	3-5546
Lang	Donna	SC-22	3-4360
Afzal	Shahida	SC-50	3-4941
Forsythe	Todd	SC-41	3-6409
Poling	Jeff	SC-41	3-4832
Tulo	Steve	SC-41	3-4379
Griffin	Bob	SC-41	3-1565
Campbell	Kevin	SC-41	3-1215